

# Circuit 911 Big Thompson Canyon –FAQ’s

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**Q: What is the expected timeline of the Circuit 911 project?**

A: Loveland Water and Power (LWP) staff expects the project to be complete in early 2019, depending on weather conditions. For more information about the project timeline and latest updates, please visit [cityofloveland.org/Circuit911](http://cityofloveland.org/Circuit911).

**Q: Will LWP be replacing all power equipment located in the Big Thompson Canyon during the course of the Circuit 911 project?**

A: LWP replaced equipment on a case-by-case basis after the flood of 2013. We will continue to do so throughout the Circuit 911 project. However, LWP will not replace all equipment.

**Q: What is the voltage in the Big Thompson Canyon?**

A: Voltage varies depending on location. In some areas, it is 22,900 volts. It steps down in other areas to either 4,160 or 2,400 volts before stepping down further at the service transformer to the voltage used in a home, typically 120 and 240 volts. In the City of Loveland, most areas are 12,470 volts. LWP is converting the Big Thompson Canyon to 12,470 volts to help improve power quality, reduce voltage drop, and standardize equipment.

**Q: What causes voltage fluctuations or “brown-outs”?**

A: Most commonly, voltage fluctuations are caused when one of the three phases in a circuit loses power. Contributing factors may be high winds causing power lines to come in contact with each other, tree branches or animals contacting power lines or, or simple equipment failure.

**Q: Is there anything customers can do during voltage fluctuations to protect appliances and equipment from damage?**

A: There are commercially available products that may help protect against appliance and equipment damage during voltage fluctuations. LWP recommends contacting a licensed electrician for solutions requiring changes to permanent wiring. Surge protectors are a great way to prevent damage during power spikes or surges. As construction progresses, the system will become more robust and fewer “brown-outs” will occur.

**Q: What can I do if I have damaged appliances and/or equipment from a “brown-out”?**

A: If you believe your equipment was damaged during a brown out, please [submit a claim](#) to the City of Loveland’s Risk Management department. Please call 970-962-3314 to request a claim form.

**Q: Will there be any more voltage fluctuations or “brown outs” during the course of the project?**

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A: LWP has taken several steps to eliminate voltage fluctuations. However, voltage fluctuations could still occur.

**Q: Is road construction on Highway 34 related to voltage fluctuations?**

A: No, the road construction has not directly caused any power quality issues.

**Q: What is LWP's tree trimming policy?**

A: LWP operates a four-year cycle for clearing limbs around power lines. Crews trim tree branches surrounding service lines running from the poles to homes and from pole to pole. Crews also perform hazard assessments of trees that are in poor health, appear to be dying, or are already dead. Crews will remove trees in poor condition. Crews always notify residents of tree trimming activity in their area. During the off years of the four-year trimming cycle, homeowners are responsible for trimming trees around the service wires to their homes. To allow for safe tree trimming, LWP will temporarily remove the service wire to the home at no charge to the customer, during normal business hours. Customers may call the LWP Service Operations Center (970-962-3581) to report a tree concern during normal business hours (Monday-Friday 7am to 4pm).

**Q: Why is LWP's emergency phone number not local?**

A: LWP does not have a 24/7 dispatch center. We outsource this service to help manage call volume and outages after hours. LWP understands that this may be frustrating for customers and we are actively investigating other options to improve our service.

**Q: Who can I contact if I have questions or concerns?**

A: LWP appointed a single point of contact just for canyon residents. Please feel free direct your questions to Tracey Hewson, [Tracey.Hewson@cityofloveland.org](mailto:Tracey.Hewson@cityofloveland.org) or (970) 962-3710.